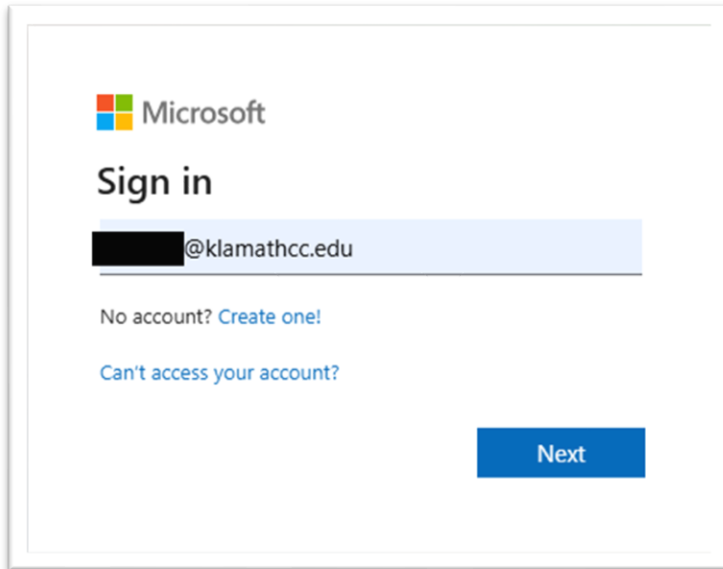


KCC Self Service Password Reset (SSPR)

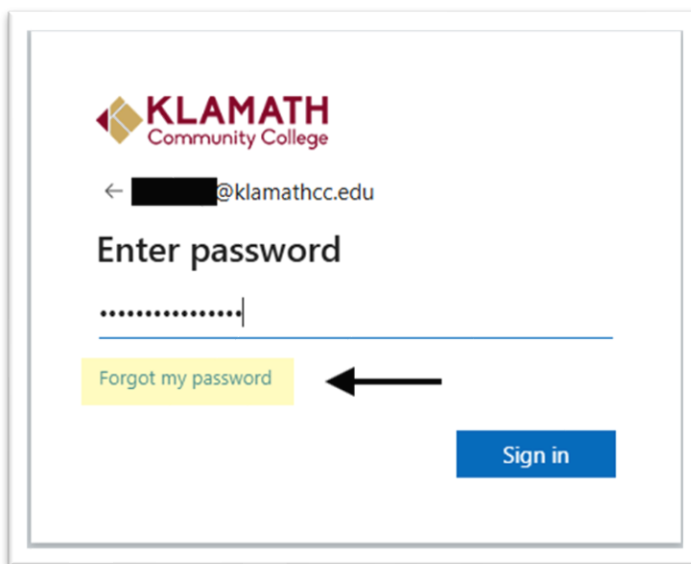
Reset Office 365 Password

- Open <https://www.office.com/> and select Sign In
- Enter your KCC Email Address



The screenshot shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the text "Sign in". There is a text input field containing a redacted email address followed by "@klamathcc.edu". Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom right is a blue button labeled "Next".

- Select "Forgot my password"



The screenshot shows the Klamath Community College password reset page. At the top is the Klamath Community College logo. Below it is a back arrow and a redacted email address followed by "@klamathcc.edu". The main heading is "Enter password". Below this is a password input field with dots. To the left of the input field is a yellow button labeled "Forgot my password" with a black arrow pointing to it. At the bottom right is a blue button labeled "Sign in".

- Complete the "not a robot" security check on the next screen and select next



Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

- Complete your Multi Factor Authentication method
 - Example text message and other app options



Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

☒ Text my mobile phone

☐ Call my mobile phone

☐ Call my office phone

☐ Approve a notification on my authenticator app

☐ Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****76) below. You will then receive a text message with a verification code which can be used to reset your password.

- Enter new password

- Password length
 - A minimum of 8 characters
 - A maximum of 256 characters
- Password complexity
 - Passwords require three out of four of the following categories:
 - Uppercase characters
 - Lowercase characters
 - Numbers
 - Symbols
 - Passwords cannot contain easily guessable words or phrases
 - First or Last Name
 - Student ID Number
 - Known phrases
- Password not recently used
 - When a user changes their password, the new password shouldn't be the same as the current password or last 4 passwords.
- Password isn't banned by Microsoft Password Protection
 - The password can't be on the global list of banned passwords for Microsoft Password Protection
- Select finished.

